

## EXHIBIT A

1 of 3



P O BOX 801988  
KANSAS CITY MO 64180  
UNITED STATES

09/19/2022

DAMEON JOHNSON

Customer #	:
Claim Number	: 18321697
Your Claim Number	:
Date of Loss	: 04/18/2022
Your Insured	:

Enclosed please find the supporting documentation you requested.

If you have any feedback regarding the handling of this claim please send an email to  
ClaimFeedback@ehi.com.

Sincerely,

TAMISHA CHANDLER

Phone: 866-300-4407 4694  
Email: e552tw@erac.com



**Rental Agreement Summary**  
**RA#: 66094R**  
**Renter: DAMEON JOHNSON**  
**ENTERPRISE PLUS**  
**Billing Cycle: 24-HOUR**

 Dates & Times	 Location
<b>Pick up</b>	
Friday, April 15, 2022 8:32 AM	6384 FAIRBURN RD DOUGLASVILLE, GA 30134-6907 (770) 947-1218
Start Charges:	
Friday, April 15, 2022 8:32 AM	
<b>Anticipated Return</b>	
Monday, April 18, 2022 4:00 PM	6384 FAIRBURN RD DOUGLASVILLE, GA 30134-6907 (770) 947-1218

## Vehicle

2020 ACUR TLX SPC2 BLACK License: OH JOB5982  
VIN: 1IUUB2F49LA000466 Vehicle: 8C8R7K  
**Pickup:**  
04/15/2022 @ 8:32 AM ODO: 38017 Fuel: 1/2

Y.M.L. Gao, W.H.

**Vehicle Condition:**

### **No Damage Documented**

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## Summary of Charges

## **\$ Estimated Renter Charges**

Charges	Price/Unit	Total
TIME & DISTANCE 4/15/22-4/18/22	\$56.99 / Day	\$227.96
NO CHARGE DISTANCE 4/15/22-4/18/22	\$0.00 / Mile	\$0.00
DAILY RATE:	\$56.99 / Day	
HOURLY RATE:	\$18.99 / Hour	
REFUELING CHARGE	\$5.60 / Gallons	\$0.00
ADDITIONAL DRIVER 4/15/22-4/18/22	\$15.00 / Day	\$60.00

### **Optional Protections Accepted**

**DW/CDW OPTIONAL** \$21.99 / Day \$87.96  
4/15/22-4/18/22

## **Optional Protections Declined**

<b>PAI/PEC</b>	@ \$6.00 / Day	\$0.00
<b>RAP</b>	@ \$5.99 / Day	\$0.00
<b>SUPPLEMENTAL LIABILITY</b>	@ \$11.79 / Day	\$0.00
<b>PROTECTION 2</b>		

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**Renter Acknowledgement of Accepted and Declined Protections**

I acknowledge that I have accepted or declined protections as indicated above.

## **Taxes and Fees**

<b>RENTAL EXCISE TAX (3%)</b>	<b>3%</b>	<b>\$11.34</b>
<b>VEHICLE LICENSE FEE RECOVERY</b>	<b>\$0.50 / Day</b>	<b>\$2.00</b>
<b>SALES TAX (7%)</b>	<b>7%</b>	<b>\$26.45</b>
<b>Total Estimated Charge:</b>		<b>\$415.71</b>
<b>Comments:</b>		

Payments:		
MASTERCARD ****9161	Auth	(\$715.71)
Renter Acknowledgement of Charges		
<p>I acknowledge that I have reviewed and agree to all Estimated Renter Charges and fees listed on Summary of Charges and further agree to pay for final charges in accordance with the Additional Terms and</p>		

**Owner: ENTERPRISE LEASING COMPANY OF GEORGIA, LLC**

## **Additional Drivers**

**No Additional Drivers are authorized to drive the vehicle with the exception of the drivers listed below.**

*(Additional driver names listed here if applicable)*

STEPHEN JACKSON

**Please keep this Rental Agreement Summary with you in the vehicle during the rental.**

T Local Addenda

**OPTIONAL PRODUCTS NOTICE: WE OFFER FOR AN ADDITIONAL CHARGE THE FOLLOWING OPTIONAL PRODUCTS: DAMAGE WAIVER, (WHICH MAY ALSO BE KNOWN AS LOSS DAMAGE WAIVER OR COLLISION DAMAGE WAIVER); PERSONAL ACCIDENT INSURANCE/ PERSONAL EFFECTS COVERAGE; SUPPLEMENTAL LIABILITY PROTECTION, ROADSIDE SERVICE PROTECTION AND ROADSIDE ASSISTANCE PROTECTION. BEFORE DECIDING TO PURCHASE ANY OF THESE PRODUCTS, YOU MAY WISH TO DETERMINE WHETHER YOUR PERSONAL INSURANCE, CREDIT CARD OR OTHER COVERAGE PROVIDES YOU PROTECTION DURING THE RENTAL PERIOD. THE**

**PURCHASE OF ANY OF THESE PRODUCTS  
IS NOT REQUIRED TO RENT VEHICLE.**

By signing below, Renter agrees to Owner's collection of information about Renter's use of Vehicle and Texting & Calling terms. See paragraphs with the headings Text & Call and Owner's Collection and Use of Vehicle Data: Renter's Use of Vehicles Navigation and Infotainment Systems and Vehicle Manufacturer Apps in the Terms and Conditions.

**RENTER ACKNOWLEDGEMENT OF LOCAL ADDENDA**



66094R

Additional Terms and Conditions of the Contract electronically accepted by the Renter

4/15/22 at 8:37 AM

**TERMS AND CONDITIONS**

[Click to view Additional Terms and Conditions](#)

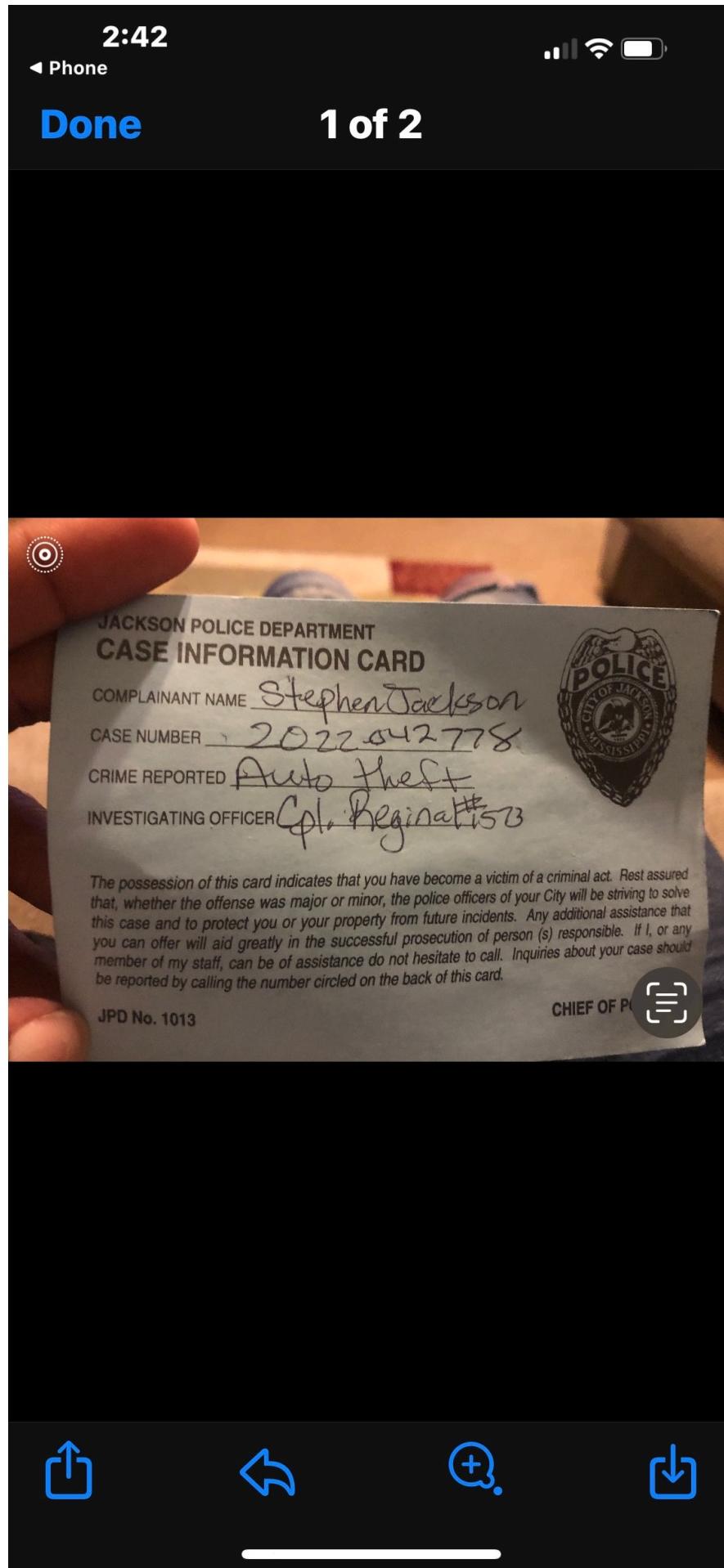
FORM# 03.26.43.55.56.GA-JK\_UC22

**RENTER ACKNOWLEDGEMENT OF THE ENTIRE CONTRACT**

I, THE "RENTER" BY SIGNING BELOW, HAVE READ AND AGREE TO THE TERMS AND CONDITIONS IN THE ADDITIONAL TERMS AND CONDITIONS, WHICH ARE INCORPORATED BY REFERENCE AS IF FULLY SET FORTH HEREIN, AND THE RENTAL AGREEMENT SUMMARY (COLLECTIVELY, THE ADDITIONAL TERMS AND CONDITIONS AND THE RENTAL AGREEMENT SUMMARY ARE THE "CONTRACT"). BY SIGNING BELOW, I AM AUTHORIZING OWNER TO CHARGE TO THE CREDIT CARD(S) AND/OR DEBIT CARD(S) THAT I HAVE PROVIDED TO OWNER ALL AMOUNTS OWED BY ME UNDER THIS CONTRACT FOR ADVANCE DEPOSITS, INCREMENTAL AUTHORIZATIONS/DEPOSITS, AND OR ANY OTHER AMOUNTS OWED BY ME, AS WELL AS PAYMENTS REFUSED BY A THIRD PARTY TO WHOM BILLING WAS DIRECTED. I ALSO AUTHORIZE OWNER TO RE-INITIATE ANY CHARGE TO MY CARD(S) THAT IS DISHONORED FOR ANY REASON. I CERTIFY THAT THE DRIVER'S LICENSE(S) PRESENTED IS CURRENTLY VALID AND IS NOT SUSPENDED, EXPIRED, REVOKED, CANCELLED OR SURRENDERED. I FURTHER ACKNOWLEDGE AND CONSENT TO THE TERMS AND CONDITIONS SET FORTH IN THE PARAGRAPH WITH THE HEADING "DISPUTES RESOLUTION PROVISION- MANDATORY ARBITRATION AGREEMENT" IN THE ADDITIONAL TERMS AND CONDITIONS. BY SIGNING BELOW RENTER AGREES TO OWNER'S COLLECTION OF INFORMATION ABOUT RENTER'S USE OF VEHICLE AND TEXTING & CALLING TERMS. SEE PARAGRAPHS WITH THE HEADINGS TEXT & CALL AND OWNER'S COLLECTION AND USE OF VEHICLE DATA: RENTER'S USE OF VEHICLES NAVIGATION AND INFOTAINMENT SYSTEMS AND VEHICLE MANUFACTURER APPS IN THE ADDITIONAL TERMS AND CONDITIONS.



## EXHIBIT B



## EXHIBIT C

**INVOICE****Vendor Information:**

Hall's Towing Service, Inc.  
1161 Weems Street  
Pearl, MS 39208

Date of Loss: 04/18/2022  
Loss Report Date: 04/19/2022

Claim #: 18321697  
Date of Invoice Payment: 05/03/2022

**Rental Location:**

ENTERPRISE RENT-A-CAR  
6384 FAIRBURN RD  
DOUGLASVILLE, GA 30134

**Vehicle Information:**

Make:	ACUR	Model:	TLX	Year:	2020
Odometer:	35413	Vin:	19UUB2F49LA000466	License Plate:	JOB5982
Color:	BLACK	Unit #:	8C8R7K	License St:	OH

Towing including hookup, mileage, and storage.	\$181.75
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<b>Invoice Total:</b>	\$181.75
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## EXHIBIT D

1 of 2



PO BOX 801770  
KANSAS CITY MO 64180  
UNITED STATES

06/28/2022

DAMEON JOHNSON  
6003 BRODICK LN  
6003  
LITHIA SPRINGS GA 30122  
UNITED STATES

Claim Number	:	18321697
Date of Loss	:	04/18/2022
Renter's name	:	DAMEON JOHNSON
Rental Agreement#	:	66094R

Thank you for your recent rental. Our office handles damage claims for the location you rented from and we received notification of damage to the vehicle you rented.

Our records indicate you purchased our damage protection product to relieve you of responsibility for damage/loss to the rented vehicle. However, after reviewing the facts surrounding this loss, we have determined that the damage protection product cannot be honored due to actions that invalidate such protection. Please refer to the terms and condition of your rental agreement.

We want to make this process as transparent as possible. Enclosed is an overview of our claims procedures, our contact information and some important insurance and credit card information that you may find useful. Please contact us with any questions or concerns you may have. For your reference, you will find our claim number above. This information will help us locate the claim when you, your insurance company or credit card company contact us. Please reference this number when you write or call.

Again, thank you for your business and for your cooperation in helping us resolve this damage claim.

Sincerely,  
KAREN BOTTS  
Phone: 866-300-3239  
Email: DRU1@ehi.com

**Thank you for your business!**

We understand that minor damage can occur a number of ways, often by other parties. Our goal is to resolve this matter with minimum inconvenience to you and see you again for your future rental needs. Information such as photos, names of witnesses, police reports, valet parking claim tickets, etc. can help us identify the appropriate steps to resolve this matter. We appreciate your cooperation.

You play an important role in helping us ensure that the claim process goes smoothly. If you have photos or other information about the origins of the damage or any pertinent facts about your rental, please share that information with us.

Following is a brief overview of our claims process.

- To ensure the quality of our fleet, we inspect vehicles prior to and after every rental.
- When body or paint work is necessary, we will obtain an estimate from an independent repair vendor.
  - o The repair rates we receive reflect fleet volume pricing. And, we review every estimate for accuracy.
  - o When damage is cosmetic, we may have to delay getting an estimate or completing a repair to honor existing reservations. This may delay our ability to contact you about the amount of damage.
  - o Once we determine the amount of repairs, we will send you the estimate and pictures.
  - o We review each estimate to ensure the damage matches the information recorded when you returned the vehicle.
- You have the option to pay out of pocket, or to turn the claim in to your insurance or credit card company.
  - o You may be responsible for a deductible and expenses not covered by your policy or credit card.
  - o Many insurance policies and credit cards have a specific timeframe in which you are required to report a claim.
  - o We do our best to control the cost of repairs and minimize damages.
    - We share any discounts we receive with the party paying for the damage.
    - We base Loss of Use (the time the car is being repaired) on the hours of labor provided in the estimate. As a result, you will not be charged for weekends, holidays or parts delays.
    - Vehicle history reports impact used car values of previously damaged vehicles. As a result, we may apply a Diminishment of Value charge based on existing laws that define this expense.
    - We include an administrative fee to help offset our cost of negotiating preferred repair pricing, overseeing the proper repair of the damage and resolving the matter for all parties involved.

If you have a question or concern, please contact us immediately! We will route your inquiry to the appropriate party to resolve your question or concern.

Thank you for your business and cooperation in this matter. You can reach us at the phone number or email address on the cover letter. When calling or writing, please have your claim number available.

Reporting information for the largest U.S. insurance and credit card companies:

AAA of N. Calif.	800-922-8228	Esurance	800-378-7262	Nationwide	800-421-3535
AAA of S. Calif.	800-222-7623	Farmers	800-435-7764	Progressive	800-776-4737
AIG/21st Century	888-244-6163	GEICO	800-861-8380	Safeco	800-332-3226
Allstate	800-255-7828	GMAC	800-468-3466	State Farm	Call agent
American Family	800-692-6326	Hanover	800-628-0250	Travelers	800-238-6225
Amica	800-242-6422	Hartford	800-243-5860	Unitrin	877-506-4222
ANPAC	800-333-2860	Infinity	800-334-1661	USAA	800-531-8722
Chubb	800-252-4670	Kemper	888-252-2799	<b>Credit card claims reporting</b>	
Commerce	800-221-1605	Liberty Mutual	800-225-2467	American Express	800-338-1670
Country	800-846-0100	Mercury	800-503-3724	MasterCard	800-622-7747
Erie	800-367-3743	MetLife	800-854-6011	Visa	866-390-9735

## EXHIBIT E



P O BOX 801988  
KANSAS CITY MO 64180  
UNITED STATES

08/26/2022

DAMEON JOHNSON  
6003 BRODICK LN  
6003  
LITHIA SPRINGS GA 30122  
UNITED STATES

Claim Number	:	18321697
Date of Loss	:	04/18/2022
Balance Due	:	\$12,358.20
Renter's name	:	DAMEON JOHNSON
Rental Agreement#	:	66094R

Our review indicates that you are responsible for the damages to our vehicle.

Enclosed please find documentation to support our claim. Please review this information and remit payment in full to the address above. Please include our claim number on your payment. If you prefer you may also pay the amount due using a debit card, credit card or directly from your bank account at

<http://www.claimtopay.com>

If you have reported this claim to your insurance and / or credit card company, please contact our office with the claim information.

If you have any questions, please contact us at the number below.

Sincerely,  
DAMAGE RECOVERY UNIT  
Phone: 8663004407  
Email: DRU3@ehi.com

**INVOICE**

Date: 08/26/2022

DAMEON JOHNSON  
 6003 BRODICK LN  
 6003  
 LITHIA SPRINGS GA 30122  
 UNITED STATES

Claim #: 18321697  
 Unit #: 8C8R7K  
 Billing Invoice #: 3006528411

Vehicle Information  
 VIN: 19UUB2F49LA000466  
 Year: 2020  
 Make: ACUR  
 Model: TLX

Item	Total Cost	Amount Due
Damage	\$10,298.49	\$10,298.49
Towing & Storage	\$181.75	\$181.75
Admin Fees	\$150.00	\$150.00
Loss of Use:	\$698.12	\$698.12
Diminishment of Value	\$1,029.84	\$1,029.84

**Total Amount Due: \$ 12,358.20\***

\*Remit payment in U.S. Dollars.

**PAY UPON RECEIPT****ALL PAYMENTS MUST INCLUDE THIS REMITTANCE TO BE CREDITED PROPERLY!**

PAYABLE TO:  
 DAMAGE RECOVERY  
 P O BOX 801988  
 KANSAS CITY MO 64180  
 UNITED STATES  
 Toll Free #: 8663004407

Claim #: 18321697  
 Unit #: 8C8R7K  
 Billing Invoice #: 3006528411

**Total Amount Due: \$ 12,358.20\***  
 \*Remit payment in U.S. Dollars.

**Total Amount Remitted: \$ \_\_\_\_\_**

**INVOICE****Vendor Information:**

Hall's Towing Service, Inc.  
1161 Weems Street  
Pearl, MS 39208

Date of Loss: 04/18/2022  
Loss Report Date: 04/19/2022

Claim #: 18321697  
Date of Invoice Payment: 05/03/2022

**Rental Location:**

ENTERPRISE RENT-A-CAR  
6384 FAIRBURN RD  
DOUGLASSVILLE, GA 30134

**Vehicle Information:**

Make:	ACUR	Model:	TLX	Year:	2020
Odometer:	35413	Vin:	19UUB2F49LA000466	License Plate:	JOB5982
Color:	BLACK	Unit #:	8C8R7K	License St:	OH

Towing including hookup, mileage, and storage.	\$181.75
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<b>Invoice Total:</b>	\$181.75
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Our claim number: 18321697

**Your Claim Information**

Your insurance / credit card company: \_\_\_\_\_

Your claim number: \_\_\_\_\_

Name of claims adjuster: \_\_\_\_\_

Adjuster / company email address: \_\_\_\_\_

Adjuster / company phone number: \_\_\_\_\_

Adjuster / company fax number: \_\_\_\_\_

Adjuster / company mailing address:  
*Address*

*City, State, Country, Zip*

**Please reply to:**

Damage Recovery Unit

Email: DRU3@ehi.com

Fax: 8662066961

Phone: 8663004407

Mail: P O BOX 801988 KANSAS CITY MO USA 64180

Estimate Information			Repair Facility													
Estimate ID 3013636714		Claim: VX03610RZ				Repair Facility: Rogers Dabbs Chevrolet										
Estimator: Heather Cowan		Address: 1501 W Government St				Brandon, MS 39042										
File ID: 7200		Phone: 601-8252277				Fax:										
Platform: CCC		Federal Tax ID: 640642087				State Tax ID:										
Date Created: 05/04/2022			BAR:													
Vehicle Data																
Unit #: 8C8R7K			Year: 2020		Make: Acura		Model: TLX FWD w/Technology Pkg									
VIN: 19UUB2F49LA000466			Color: BLACK		Lic. State:		License:									
Body Style: 4D SED			Engine:		Odometer:		Prod. Date:									
Point of Impact																
Primary: Unknown Point of Impact																
Secondary: Unknown Point of Impact																
Line																
Line	Op	Description	Type	Part#	Price	Qty	Labor	Paint	Labor Amt							
001		FRONT BUMPER														
002	BLANK	O/H front bumper					3.2B		\$140.80							
003	RR	A/M CAPA Bumper cover w/o fog lamps	A	04711TZ3A70Z Z	\$352.00	1	0B	2.8R	\$123.20							
004	BLANK	Add for Clear Coat						1.1R	\$48.40							
005	RR	LT Trim bar	N	71156TZ3A10	\$74.63	1	0B									
006	RR	LT Lower grille w/o fog lamps	N	71107TZ3A30	\$125.18	1	0B									
007	RR	LT Upper bracket	N	71190TZ3A10	\$131.47	1	0.1B		\$4.40							
008		FRONT LAMPS														
009	RI	LT Headlamp assy w/o A-SPEC					0.5B		\$22.00							
010*	RPR	LT Headlamp assy w/o A-SPEC-BUFF					1B		\$44.00							
011		HOOD														
012*	RPR	Hood (ALU)-HAIL					3B	3R	\$264.00							
013	BLANK	Add for Clear Coat						1.2R	\$52.80							
014	RI	Insulator					0.3B		\$13.20							
015	RI	R&I hood assy					0.6B		\$26.40							
016		FENDER														
017*	BLANK	RT Fender (HSS)			\$125.00		0B									
018	RI	RT Fender liner					0.4B		\$17.60							
019	RI	LT Fender liner					0.4B		\$17.60							
020*	BLANK	LT Fender (HSS)			\$125.00		0B									
021		STEERING COLUMN														
022	BLANK	O/H steering column					3.5M		\$210.00							
023*	RI	Column assy w/o AWD					0B									
024		STEERING WHEEL														
025	RI	R&I steering wheel					0.7M		\$42.00							
026	RI	Rear cover w/o heat					0.1B		\$4.40							
027	RI	Switch assy w/o A-SPEC					0.2B		\$8.80							
028		WINDSHIELD														
029	RR	Trim cover sensor	N	76412TZ3A11	\$12.48	1	0B									
030	RR	Mirror inside all	N	76400TZ3A31	\$229.55	1	0.2B		\$8.80							
031	RR	Lid	N	76413TZ3A11	\$3.73	1	0B									
032		INSTRUMENT PANEL														
033	RI	R&I instrument panel					4.9B		\$215.60							
034*	RR	Radio chassis w/o advance pkg	N	39542TZ3B14	\$7,135.55	1	6M		\$360.00							
035		CONSOLE														

036*	RI	Compartment box w/o charging pad acousti				<u>1B</u>	\$44.00
037		ROOF					
038	RR	Roof console w/o A-SPEC beige	N	83250TX4A02 ZA	\$52.70	1	0B
039	RR	Control module w/AcuraLink, w/o A-SPEC b	N	36600TZ3A31Z A	\$253.00	1	0.2B
040	RR	Dome lamp w/o A-SPEC gray	N	34403TZ3A01Z C	\$109.57	1	0B
041*	RI	R&I headliner-DROP				<u>1.5B</u>	\$66.00
042	BLANK	***** ADD-ONS *****				<u>0B</u>	
043*	SUB	Hazardous waste removal			<u>\$5.00</u>	0B	
044*	SUB	Flex additive			<u>\$8.00</u>	0B	
045*	RPR	Roof panel (HSS)-HAIL				<u>2.5B</u>	3.2R
046	BLANK	Overlap Major Non-Adj. Panel					-0.2R
047	BLANK	Add for Clear Coat					0.6R
048	RI	RT Drip molding				0.8B	\$35.20
049	RI	LT Drip molding				0.8B	\$35.20
050	BLANK	O/H sunroof assy				3.4B	\$149.60
051	RI	Sunroof glass	GL	70200TZ3A02		0B	
052*	RI	Sunroof frame				<u>0B</u>	
053		QUARTER PANEL					
054*	BLANK	RT Quarter panel w/blind spot warn, 3.5L			<u>\$125.00</u>	0B	
055*	BLANK	LT Quarter panel w/blind spot warn, 3.5L			<u>\$125.00</u>	0B	
056	RI	RT Wheelhouse liner				0.5B	\$22.00
057	RI	LT Wheelhouse liner				0.5B	\$22.00
058		TRUNK LID					
059*	BLANK	Trunk lid w/o spoiler (HSS)			<u>\$175.00</u>	0B	
060		VEHICLE DIAGNOSTICS					
061*	RPR	Pre-repair scan				<u>0.5M</u>	\$30.00
062*	RPR	Post-repair scan				<u>0.5M</u>	\$30.00
063*	SUB	ASTECH SCAN			<u>\$70.00</u>	0B	
<b>Totals</b>							
<b>Parts</b>							
Part		<b>SubTotal</b>		<b>Adj%</b>	<b>Adj\$</b>	<b>Total</b>	
Parts - Aftermarket (QRP)		\$352.00				\$352.00	
Parts - New		\$8,127.86	-20		(\$1,625.58)	\$6,502.28	
						<b>\$6,854.28</b>	
<b>Labor</b>							
Type		<b>Additional Labor</b>		<b>Rate</b>	<b>Hours</b>	<b>Total</b>	
Labor - Body				\$44.00	26.1	\$1,148.40	
Labor - Mechanical				\$60.00	11.2	\$672.00	
Labor - Refinish				\$44.00	11.7	\$514.80	
<b>Labors Total</b>						<b>\$2,335.20</b>	
<b>Materials</b>							
Materials - 2 Stage Paint Materials						\$54.00	
Materials - Paint						\$297.00	
						<b>\$351.00</b>	
<b>Miscellaneous</b>							
Other - Sublet						\$758.00	
						<b>\$0.00</b>	
<b>Adjustment</b>							
Total Claim Before Taxes						\$10,298.49	
Total Transaction Amount						\$10,298.49	
Insurance Pay						\$10,298.49	
Discount Amount						\$1,625.57	
						<b>\$10,298.49</b>	

<b>Op Codes</b>	
RREP	Operation - Remove and Repair
R1ST	Operation - Repair First, else Replace
REDO	Operation - Redo
CG	Operation - Chip Guard
TT	Operation - Two Tone
PDR	Operation - Paintless Dent Repair
RPR	Operation - Repair
PRPR	Operation - Repair, Partial
RR	Operation - Remove/Replace
RRP	Operation - Remove/Replace, Partial
ADC	Operation - Additional Costs
ADO	Operation - Additional Operations
BLND	Operation - Blend
SUB	Operation - Sublet
RPD	Operation - Related Prior Damage
AA	Operation - Appearance Allowance
BLANK	Operation - Blank
RFRP	Operation - Refinish/Repair
RI	Operation - Remove/Install
ARP	Operation - Additional Repair
ALGN	Operation - Alignment
O/H	Operation - Overhaul
REF	Operation - Refinish
INSP	Operation - Inspect
C/AJ	Operation - Check/Adjust
UPD	Operation - Unrelated Prior Damage
RI	Operation - Remove and Reinstall
<b>Part Type Codes</b>	
A	Parts - Aftermarket
C	Parts - Re-chromed
E	Parts - Existing
L	Parts - Recycled
M	Parts - Remanufactured
N	Parts - New
P	Parts - New, partial
R	Parts - Re-cored
GL	Glass
<b>Labor Codes</b>	
R	Labor - Refinish
S	Labor - Structural
U	User Defined Labor
U	User Defined Labor 1
U	User Defined Labor 2
U	User Defined Labor 3
U	User Defined Labor 4
B	Labor - Body
D	Labor - Diagnostic
E	Labor - Electrical
F	Labor - Frame
G	Labor - Glass
M	Labor - Mechanical



## EXHIBIT F

1 of 2



P O BOX 801988  
KANSAS CITY MO 64180  
UNITED STATES

09/12/2022

DAMEON JOHNSON  
6003 BRODICK LN  
6003  
LITHIA SPRINGS GA 30122  
UNITED STATES

Customer #	:
Claim Number	: 18321697
Date of Loss	: 04/18/2022
Balance Due	: \$12,358.20
Rental Agreement#	: 66094R

As of the above date, we have not received a response from you regarding our claim as documented in our previous correspondence.

If you have reported a claim to your insurance company, please contact us immediately with your pertinent claim information. If you do not have insurance or wish to pay this claim yourself, you will need to remit payment to the above address within ten (10) days of the above date. Please include our claim number on your payment. If you prefer you may also pay using a debit card, credit card or directly from your bank account at the following website:

<http://www.claimtopay.com>

If you have any questions regarding your responsibility for this loss, please contact our office. Failure to respond could result in additional collection activity. We appreciate your cooperation.

If you have any feedback regarding the handling of this claim please send an email to  
[ClaimFeedback@ehi.com](mailto:ClaimFeedback@ehi.com).

Sincerely,  
TAMISHA CHANDLER  
Phone: 866-300-4407 4694  
Email: [e552tw@erac.com](mailto:e552tw@erac.com)

**INVOICE**

Date: 09/12/2022

DAMEON JOHNSON  
 6003 BRODICK LN  
 6003  
 LITHIA SPRINGS GA 30122  
 UNITED STATES

Claim #: 18321697  
 Unit #: 8C8R7K  
 Billing Invoice #: 3006528411

Vehicle Information  
 VIN: 19UUB2F49LA000466  
 Year: 2020  
 Make: ACUR  
 Model: TLX

Item	Total Cost	Amount Due
Damage	\$10,298.49	\$10,298.49
Towing & Storage	\$181.75	\$181.75
Admin Fees	\$150.00	\$150.00
Loss of Use:	\$698.12	\$698.12
Diminishment of Value	\$1,029.84	\$1,029.84

**Total Amount Due: \$ 12,358.20\***

\*Remit payment in U.S. Dollars.

**PAY UPON RECEIPT****ALL PAYMENTS MUST INCLUDE THIS REMITTANCE TO BE CREDITED PROPERLY!**

PAYABLE TO:  
 DAMAGE RECOVERY  
 P O BOX 801988  
 KANSAS CITY MO 64180  
 UNITED STATES  
 Toll Free #: 8663004407

Claim #: 18321697  
 Unit #: 8C8R7K  
 Billing Invoice #: 3006528411

**Total Amount Due: \$ 12,358.20\***  
 \*Remit payment in U.S. Dollars.

**Total Amount Remitted: \$ \_\_\_\_\_**

## EXHIBIT G



Landeros, Sergio E <Sergio.E.Landeros@ehi.com>  
to me ▾

Wed, May 4, 4:25 PM

Here is my contact info, I will update you as soon as I get an update. Thank you!



**Sergio Landeros**

Recovery Supervisor  
Damage Recovery Unit  
866-300-4407 x6081  
866-206-6961 fax

[Sergio.E.Landeros@ehi.com](mailto:Sergio.E.Landeros@ehi.com)

Damage Recovery Unit  
P.O. Box 801988

## EXHIBIT H

**U.S. Postal Service™  
CERTIFIED MAIL® RECEIPT**  
*Domestic Mail Only*

For delivery information, visit our website at [www.usps.com](http://www.usps.com).  
Atlanta, GA 30361

<b>OFFICIAL USE</b>	
0309 09	
17 2022	
Postmark Here	
09/27/2022	
Certified Mail Fee \$4.00 Extra Services & Fees (check box, add fee as appropriate) <input type="checkbox"/> Return Receipt (hardcopy) \$0.00 <input type="checkbox"/> Return Receipt (electronic) \$0.00 <input type="checkbox"/> Certified Mail Restricted Delivery \$0.00 <input type="checkbox"/> Adult Signature Required \$0.00 <input type="checkbox"/> Adult Signature Restricted Delivery \$0.00  Postage \$0.84  Total Postage and Fees \$8.09	
Sent To <b>Mark Litw C/o CT Corporation System</b> <i>Street and Apt. No., or PO Box No.</i> <b>1201 Peachtree Street NE</b> <i>City, State, ZIP+4</i> <b>Atlanta, GA 30361</b>	

PS Form 3800, April 2015 PSN 7530-02-000-9047 See Reverse for Instructions

**U.S. Postal Service™  
CERTIFIED MAIL® RECEIPT**  
*Domestic Mail Only*

For delivery information, visit our website at [www.usps.com](http://www.usps.com).  
Saint Louis, MO 63103

<b>OFFICIAL USE</b>	
0309 09	
SEP 27 2022	
Postmark Here	
09/27/2022	
Certified Mail Fee \$4.00 Extra Services & Fees (check box, add fee as appropriate) <input type="checkbox"/> Return Receipt (hardcopy) \$0.00 <input type="checkbox"/> Return Receipt (electronic) \$0.00 <input type="checkbox"/> Certified Mail Restricted Delivery \$0.00 <input type="checkbox"/> Adult Signature Required \$0.00 <input type="checkbox"/> Adult Signature Restricted Delivery \$0.00  Postage \$0.84  Total Postage and Fees \$8.09	
Sent To <b>Christine B. Taylor C/o C.T. Corporation System</b> <i>Street and Apt. No., or PO Box No.</i> <b>120 S. Central Avenue, Suite 400</b> <i>City, State, ZIP+4</i> <b>Clayton, MO 63105</b>	

PS Form 3800, April 2015 PSN 7530-02-000-9047 See Reverse for Instructions



REX  
6450 EVANS DR  
REX, GA 30273-9998  
(800)275-8777

09/27/2022 02:25 PM

Product	Qty	Unit Price	Price
First-Class Mail® Letter	1	\$0.84	
Saint Louis, MO 63105 Weight: 0 lb 1.40 oz Estimated Delivery Date Fri 09/30/2022			
Certified Mail® Tracking #: 7017304000094998113		\$4.00	
Return Receipt Tracking #: 9590 9402 7218 1284 1930 31		\$3.25	
Total		\$8.09	
First-Class Mail® Letter	1	\$0.84	
Atlanta, GA 30361 Weight: 0 lb 1.40 oz Estimated Delivery Date Thu 09/29/2022			
Certified Mail® Tracking #: 7017304000094998106		\$4.00	
Return Receipt Tracking #: 9590 9402 7218 1284 1930 24		\$3.25	
Total		\$8.09	
Sunflower Bqt NDN	1	\$0.84	\$0.84
<b>Grand Total:</b>		\$17.02	
Debit Card Remit		\$17.02	
Card Name: VISA Account #: XXXXXXXXXXXX9904 Approval #: 051922 Transaction #: 444 Receipt #: 083370 Debit Card Purchase: \$17.02 AID: A0000000980840 AL: US DEBIT PIN: Verified			Chip

## EXHIBIT I

JAMS RESOLUTION CENTER

## Plaintiff / Petitioner:

DAMEON JOHNSON

## Defendant / Respondent:

ENTERPRISE HOLDINGS, INC, RICK SHORT - ENTERPRISE LEASING  
COMPANY OF GEORGIA, LLC; ENTERPRISE RENT-A-CAR  
COMPANY

## AFFIDAVIT OF SERVICE

Index No:  
#5440000382

The undersigned being duly sworn, deposes and says; deponent is not a party herein, is over 18 years of age and located at . That on Wed, Oct 26 2022 AT 02:51 PM AT 120 S Central Ave Suite 400, Clayton, Missouri 63105 deponent served the within DEMAND FOR ARBITRATION; SUBMISSION; CLAIM INFORMATION; RENTAL AGREEMENT SUMMARY; on ENTERPRISE HOLDINGS, INC

- Individual:** by delivering a true copy of each to said defendant, personally; deponent knew the person so served to be the person described as said defendant therein.
- Corporation:** By serving the above on ENTERPRISE HOLDINGS, INC a domestic corporation, by delivering a true copy thereof to "Jane Doe" who is the staff of registered agent , a person authorized to accept service.
- Business:** By serving the above on \_\_\_\_\_ by delivering a true copy thereof to \_\_\_\_\_ a person authorized to accept service.
- Suitable Person:** By delivering a true copy thereof to \_\_\_\_\_ a person of suitable age and discretion, at the actual place of business, dwelling house, or usual place of abode in the state, and mailing, as indicated below.
- Conspicuous Service:** by affixing a true copy of each to the door thereof, deponent was unable with due diligence to find defendant, or a person of suitable age or discretion thereat, having called thereon; at
- Mailing:** Deponent also enclosed a copy of same, in a postpaid sealed wrapper properly addressed to said defendant at defendant's last known address, \_\_\_\_\_, and depositing said wrapper in a post office, official depository under the exclusive care and custody of the United States Post Office, department, with New York State. Mailed on \_\_\_\_\_.
- Military Service:** I asked the person spoken to whether defendant was in active military service of the United States or of Missouri, in any capacity whatever and received a negative reply. The source of my information and the ground of my belief are the conversations and observations above narrated. Upon information and belief I have that the defendant is not in the military service of Missouri, or of the United States as that term is defined in either the State or in the Federal statutes.

## Additional Comments:

1) Successful Attempt: Oct 26, 2022, 2:51 pm EDT at 120 S Central Ave Suite 400, Clayton, Missouri 63105 received by "Jane Doe".  
The recipient confirmed they are authorized to accept

## Description:

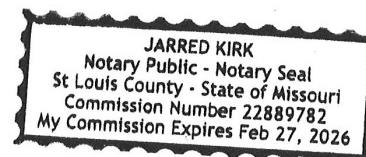
Age: 35	Skin Color: Asian American	Gender: Female	Weight: 160
Height: 5'3"	Hair: Black	Relationship: staff of registered agent	

Other Recipient wore glasses. Recipient refused to provide name.

Sworn to before me on

11/9/22

Jared Kirk  
Notary Public



---

Plaintiff / Petitioner:

DAMEON JOHNSON

## Defendant / Respondent:

ENTERPRISE HOLDINGS, INC, RICK SHORT - ENTERPRISE LEASING  
COMPANY OF GEORGIA, LLC; ENTERPRISE RENT-A-CAR  
COMPANY

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## AFFIDAVIT OF SERVICE

Index No:  
#5440000382

The undersigned being duly sworn, deposes and says; deponent is not a party herein, is over 18 years of age. That on Thu, Oct 27 2022 AT 01:00 PM AT 5909 Peachtree Dunwoody Rd, Sandy Springs, GA 30328 deponent served the within DEMAND FOR ARBITRATION; SUBMISSION; CLAIM INFORMATION; RENTAL AGREEMENT SUMMARY on ENTERPRISE LEASING COMPANY OF GEORGIA, LLC

---

- Individual: by delivering a true copy of each to said defendant, personally; deponent knew the person so served to be the person described as said defendant therein.
- Corporation: By serving the above on \_\_\_\_\_ a domestic corporation, by delivering a true copy thereof to \_\_\_\_\_ who is the \_\_\_\_\_, a person authorized to accept service.
- Business: By serving the above on ENTERPRISE LEASING COMPANY OF GEORGIA, LLC by delivering a true copy thereof to Brian Ruggirello, Risk Manager, a person authorized to accept service.
- Suitable Person: By delivering a true copy thereof to \_\_\_\_\_ a person of suitable age and discretion, at the actual place of business, dwelling house, or usual place of abode in the state, and mailing, as indicated below.
- Conspicuous Service: by affixing a true copy of each to the door thereof, deponent was unable with due diligence to find defendant, or a person of suitable age or discretion thereat, having called thereon; at \_\_\_\_\_
- Mailing: Deponent also enclosed a copy of same, in a postpaid sealed wrapper properly addressed to said defendant at defendant's last known address, \_\_\_\_\_, and depositing said wrapper in a post office, official depository under the exclusive care and custody of the United States Post Office, department, with New York State. Mailed on \_\_\_\_\_.
- Military Service: I asked the person spoken to whether defendant was in active military service of the United States or of GA, in any capacity whatever and received a negative reply. The source of my information and the ground of my belief are the conversations and observations above narrated. Upon information and belief I have that the defendant is not in the military service of GA, or of the United States as that term is defined in either the State or in the Federal statutes.

## Additional Comments:

1) Successful Attempt: Oct 27, 2022, 1:00 pm EDT at 5909 Peachtree Dunwoody Rd, Sandy Springs, GA 30328 received by Brian Ruggirello .  
The recipient confirmed they are authorized to accept

Description: Craig  
 Age: 45 Skin Color: white Gender: M Weight: 180  
 Height: 5'11" Hair: bik Relationship: Risk Manager  
 Other: Glasses

---

Craig  
Craig Robinson

Sworn to before me on 10-31-22  
Cheryl Robinson Smith  
Notary Public

Cheryl Robinson Smith  
NOTARY PUBLIC  
DeKalb County, GEORGIA  
My Commission Expires 10/17/2025

**Plaintiff / Petitioner:**

DAMEON JOHNSON

**Defendant / Respondent:**ENTERPRISE HOLDINGS, INC. RICK SHORT - ENTERPRISE LEASING  
COMPANY OF GEORGIA, LLC; ENTERPRISE RENT-A-CAR  
COMPANY**AFFIDAVIT OF SERVICE**

Index No:

#5440000382

The undersigned being duly sworn, deposes and says; deponent is not a party herein, is over 18 years of age and located at P.O. Box 70443, Washington, DC 20024. That on Mon, Oct 24 2022 AT 03:16 PM AT 1209 N Orange St, Wilmington, DE 19801 deponent served the within DEMAND FOR ARBITRATION; SUBMISSION; CLAIM INFORMATION; RENTAL AGREEMENT SUMMARY on Enterprise Rent-a-Car Company C/O CORPORATION TRUST CENTER

- Individual:** by delivering a true copy of each to said defendant, personally; deponent knew the person so served to be the person described as said defendant therein.
- Corporation:** By serving the above on \_\_\_\_\_ a domestic corporation, by delivering a true copy thereof to \_\_\_\_\_ who is the \_\_\_\_\_, a person authorized to accept service.
- Business:** By serving the above on Enterprise Rent-a-Car Company C/O CORPORATION TRUST CENTER by delivering a true copy thereof to Nadia Bellamy, Intake Manager, a person authorized to accept service.
- Suitable Person:** By delivering a true copy thereof to \_\_\_\_\_ a person of suitable age and discretion, at the actual place of business, dwelling house, or usual place of abode in the state, and mailing, as indicated below.
- Conspicuous Service:** by affixing a true copy of each to the door thereof, deponent was unable with due diligence to find defendant, or a person of suitable age or discretion thereat, having called thereon; at \_\_\_\_\_
- Mailing:** Deponent also enclosed a copy of same, in a postpaid sealed wrapper properly addressed to said defendant at defendant's last known address, \_\_\_\_\_, and depositing said wrapper in a post office, official depository under the exclusive care and custody of the United States Post Office, department, with New York State. Mailed on \_\_\_\_\_
- Military Service:** I asked the person spoken to whether defendant was in active military service of the United States or of DE, in any capacity whatever and received a negative reply. The source of my information and the ground of my belief are the conversations and observations above narrated. Upon information and belief I have that the defendant is not in the military service of DE, or of the United States as that term is defined in either the State or in the Federal statutes.

**Additional Comments:**

1) Successful Attempt: Oct 24, 2022, 3:16 pm EDT at 1209 N Orange St, Wilmington, DE 19801 received by Nadia Bellamy.  
Served upon party authorized to accept.

**Description:**

Age: 28	Skin Color: African American	Gender: Female	Weight: 140
Height: 5'5"	Hair: Black	Relationship: Intake Manager	
Other			

Sworn to before me on 10/25/2022

Mark Nagood

Notary Public



## COMPOSITE EXHIBIT J



## REQUEST FOR MISSING ITEMS

NOTICE TO ALL PARTIES

November 30, 2022

Re: Johnson, Dameon vs. Enterprise Holdings, Inc. et al.  
Reference #: 5440000382

Dear Parties:

Please be advised that JAMS has received a request for arbitration in the above-referenced matter. We are, however, missing the following item(s):

- Completed Request /Demand for Arbitration.
- A copy of the entire contract including signature page, with the arbitration clause highlighted, an Order compelling the parties to arbitrate and/or a signed stipulation among the parties.
- Proof of Service of the Demand for Arbitration on the opposing party(ies).
- Non-refundable Filing Fee of \$1,750, made payable to JAMS.
- Complete contact information for the Respondent or Respondent's counsel, required pursuant to JAMS Comprehensive Rule 5(b).
- Non-refundable Counterclaim Filing fee of \$1,750

If filing fees are outstanding, they are due upon receipt.

Contact me at 212-607-2770 if you have questions.

Sincerely,

Handwritten signature of Christopher Brancato in black ink.  
Christopher Brancato  
ADR Specialist  
CBrancato@jamsadr.com



## SECOND REQUEST FOR MISSING ITEMS

NOTICE TO ALL PARTIES

January 6, 2023

Re: Johnson, Dameon vs. Enterprise Holdings, Inc. et al.  
Reference #: 5440000382

Dear Parties:

Please be advised that JAMS has received a request for arbitration in the above-referenced matter. We are, however, missing the following item(s):

- Completed Request /Demand for Arbitration.
- A copy of the entire contract including signature page, with the arbitration clause highlighted, an Order compelling the parties to arbitrate and/or a signed stipulation among the parties.
- Proof of Service of the Demand for Arbitration on the opposing party(ies).
- Non-refundable Filing Fee of \$1,750, made payable to JAMS.
- Complete contact information for the Respondent or Respondent's counsel, required pursuant to JAMS Comprehensive Rule 5(b).
- Non-refundable Counterclaim Filing fee of \$1,750

If filing fees are outstanding, they are due upon receipt.

Contact me at 212-607-2770 if you have questions.

Sincerely,

A handwritten signature in black ink, appearing to read "C. Brancato".  
Christopher Brancato  
ADR Specialist  
CBrancato@jamsadr.com



## FINAL REQUEST FOR MISSING ITEMS

NOTICE TO ALL PARTIES

January 30, 2023

Re: Johnson, Dameon vs. Enterprise Holdings, Inc. et al.  
Reference #: 5440000382

Dear Parties:

Please be advised that JAMS has received a request for arbitration in the above-referenced matter. We are, however, missing the following item(s):

- Completed Request /Demand for Arbitration.
- A copy of the entire contract including signature page, with the arbitration clause highlighted, an Order compelling the parties to arbitrate and/or a signed stipulation among the parties.
- Proof of Service of the Demand for Arbitration on the opposing party(ies).
- Non-refundable Filing Fee of \$1,750, made payable to JAMS.
- Complete contact information for the Respondent or Respondent's counsel, required pursuant to JAMS Comprehensive Rule 5(b).
- Non-refundable Counterclaim Filing fee of \$1,750

If filing fees are outstanding, they are due upon receipt. Please provide the requested documents within 14 day. If the documents have not been received by February 13th, JAMS will administratively close this file in our system.

Contact me at 212-607-2770 if you have questions.

Sincerely,

Christopher Brancato  
ADR Specialist  
CBrancato@jamsadr.com

# EXHIBIT K



Phone: 334.832.4200 Fax: 334.293.3550 Toll Free: 866.629.0912

**OFFICE ADDRESS**  
641 South Lawrence St  
Montgomery, AL 36104

**MAILING ADDRESS**  
P.O. Box 2189  
Montgomery, AL 36102

January 24, 2023

DOMINIQUE YOUNG LAW, P.C.  
P.O. BOX 870783  
MORROW, GA 30287-0783

RE: Enterprise Holdings, Inc  
DEBT OF: DAMEON JOHNSON  
BALANCE: \$12,358.20  
ACCOUNT#: \*\*\*\*1697  
OUR FILE NO. 5059686

**THIS COMMUNICATION IS FROM A DEBT COLLECTOR**

Your client is past due and unpaid debt with the above-named creditor has been referred to this office for collection. The balance is \$12,358.20. Please have your client send payment to Parnell & Parnell at the address on this letterhead but make your check or money order payable to Parnell and Parnell, PA. and include the FILE NUMBER listed above on your payment so we can credit the proper account.

We also offer alternative payment methods such as online payments and payment by phone. Please contact our office to see which payment method may be available for you. If you would like to pay online, please visit our website [www.parnellsoutheast.com](http://www.parnellsoutheast.com), and choose the "consumer" tab. Otherwise, if you would like to discuss other payment options, or anything else regarding this matter, do not hesitate to call our office. Our phone number is 334-832-4200, and our toll free number is 866-629-0912.

**UNLESS YOU, WITHIN THIRTY (30) DAYS AFTER RECEIPT OF THIS NOTICE,  
DISPUTE THE VALIDITY OF THE DEBT OR ANY PORTION THEREOF, THE DEBT WILL  
BE ASSUMED TO BE VALID BY OUR OFFICE. IF YOU NOTIFY US IN WRITING WITHIN  
THIRTY (30) DAYS AFTER RECEIPT OF THIS NOTICE THAT YOU DISPUTE THE DEBT  
IN WHOLE OR IN PART, WE WILL OBTAIN VERIFICATION OF THE DEBT OR A COPY  
OF THE JUDGMENT AGAINST YOU AND THIS VERIFICATION WILL BE MAILED TO  
YOU. FURTHERMORE, UPON YOUR WRITTEN REQUEST WITHIN THIRTY (30) DAYS  
AFTER RECEIPT OF THIS NOTICE, WE WILL PROVIDE YOU WITH THE NAME AND  
ADDRESS OF THE ORIGINAL CREDITOR, IF DIFFERENT FROM THE CURRENT  
CREDITOR.**

Please note this letter is sent for the purpose of attempting to collect the debt, and any information obtained from you will be used for the purpose of collecting the debt from you.

Sincerely,  
Parnell & Parnell, P.A.

## EXHIBIT L

xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx

FAX CONFIRMATION REPORT

xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx

Sending is complete

Recipient's number +1 (334) 293-3550

Request made at 02/01/2023, 13:56

Completed at 02/01/2023, 13:57

Duration 01:34

Retries 0

Pages 2

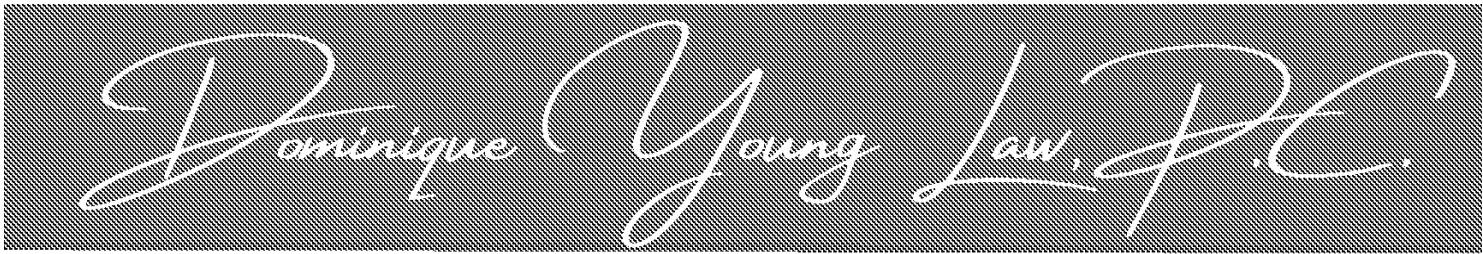
Status Sent

To: Attorney assigned to file number 5059686  
From: Dominique Young, Esq.  
Date: 02/01/2023  
Re.: File No. 5059686

Eyes Only for attorney assigned to file. Confidential Matter. Please respond via the provided contact information within the letter.

Thank you.

Dominique Young, Esq.



260 Peachtree Street NW, Suite 2200, Atlanta, GA 30303  
866-82-DYLPC attorney@dominiqueyounglaw.com fax: 470-735-4323

February 1, 2023

Parnell & Parnell, P.A.  
P.O. Box 2189  
Montgomery, AL 36102

Re.: File No.: 5059686

To the attorney assigned to this file number:

I represent Dameon Johnson in a related matter for this file number. My firm has been attempting to get in contact with the individual with authority to discuss this matter for quite a while now. Please inform your client of the impending litigated matter for this file number as soon as possible.

I can be reached at 866.823.9572 or via email at attorney@dominiqueyounglaw.com. I look forward to speaking with your client or their representation at the earliest availability.

Signed,

/s/Dominique Young

Dominique Young, Esq.  
Licensed in FL, GA, US Tax Court, and the Northern District of Georgia

CC: Christopher Brancato at JAMS

LAWYER TO LAWYER COMMUNICATIONS FROM THE NEW YORK ATTORNEY